



# Money

# Worries

Practical information, things you can do and specialists who can help, both here, and outside Danske Bank.

Danske Bank

The cost of living crisis may affect many of you. Whether you're worried about what lies ahead, beginning to feel the impact, or feel like you're already struggling, there may be ways we can help you.

Whatever's worrying you, please speak to us as soon as you can.

#### How can we help?

- I'd like help with budgeting 4
- I'm relying on my overdraft for everyday expenses 6
- I'm struggling with credit card, loan or mortgage payments 8
- I'm in financial trouble 10

#### Additional support

Money worries can be about more than your finances. Help is available from independent organisations - from free debt advice to mental health support on page 10.

#### Get in touch with us

If you're struggling financially, concerned about repayments on a Danske overdraft, loan, credit card or mortgage or **your circumstances have changed and your finances have been impacted**, speak to us on **028 9004 9561** to see **how we can help**.

If you don't have an overdraft, loan, credit card or mortgage but would like to speak to someone about budgeting, contact us on **028 9004 9263**.



# Budgeting

Some tips on managing your money.

It can be helpful to look at how much money comes into your account and how much goes out.

- Look out for expenses or payments that may be one-offs or annual costs and work them into your budget.
- Think about what you don't need. You may be able to live without extra TV packages, music subscriptions and unused gym memberships. Check your contract before cancelling anything. Although many are 'pay as you go', you may be tied in for a set time.

- Change regular payments to match your payday. If you can get your regular payments - rent or mortgage, car insurance, phone bill - to come out of your account the day you get paid, then it's much easier to budget with what's left.

To change the date of a Direct Debit, you'll need to speak to the company that set it up. You can change the date of a standing order on your Danske account on the Mobile Bank app, on eBanking, phone us on 0345 600 2882 or speak to us in branch.

- Cancelled a payment but it's still coming out? In some cases (for example, if you have Netflix, Now TV or Amazon Prime) the regular payment comes off your card instead of out of your account. This means that even if you block your card and get a replacement, the payment will keep coming out!

To cancel or ask us about this type of payment, call us on 0345 600 2882 or speak to us in branch.

- You can stay in control of your money with our Spending overview tool, available on eBanking and our Mobile Bank app. It groups your spend into categories to show you where your money's going. We also offer text and email alerts if you go into your overdraft, keep you up to date with your bank balance and help you avoid missing payments (and unnecessary charges).

- Regularly check your bank account to make sure you're on track and haven't forgotten about any payments.

- Whether it's on your groceries, insurance or utilities, it may be worth shopping around for a better deal. You may save some money!

- Repay debt early if you can. If you have debt (whether with Danske Bank or not), it's worth asking if you can repay it early. You could save interest in the long term. You may also want to think about merging your debts into one, manageable payment.

- If you can, try to save a realistic amount every month for emergencies. Set up a standing order so it leaves your account without you thinking about it. Set an overall savings goal to keep you focused.

## Are you entitled to additional income support?

You can check whether you're getting all the benefits, services and support you're entitled to by phoning the Make the Call Helpline on 0800 232 1271.

(Network charges may apply)



# Managing repayments

How we can help if it's getting harder to make your money stretch each month.

If you're making repayments on a Danske loan, mortgage or credit card, are trying to clear your overdraft, or if you've already missed some payments, please get in touch. We will discuss different options depending on your circumstances. Terms and conditions apply.

## How we might be able to help you:

### Overdraft

An overdraft is normally used for any unexpected payments, but isn't designed for day-to-day expenses. It's a form of short-term borrowing, which means we can ask you to repay it in full any time.

If there's not enough money in your account, we'll charge you £1.50 for each payment that can't be made. This could happen if you haven't arranged an overdraft with us, or if you do, but you've gone over your overdraft limit.

We'll only charge you for a maximum of three of these in a month - in other words £4.50 per month.

If you're struggling to get out of your overdraft, or are using it for regular bills and payments, some of the options we can discuss include:

- merging your existing debts into one affordable monthly payment.
- agreeing a repayment plan to help reduce your overdraft balance.
- seeing whether we may have a more suitable current account for you.

We can also give you some breathing space to think things over and get impartial debt advice.

If you're regularly using your overdraft, you're probably paying fees and charges which will make it even more difficult to repay over time. You may want to see our Cost Calculator to understand how much you're paying to use your overdraft. Go to [danskebank.co.uk/overdrafts](https://danskebank.co.uk/overdrafts) to find the Cost Calculator.

We may get in touch to check if your bank account still meets your needs.

**Just so you know!** If we do make a change to your repayments because you need help, this may affect your credit rating (credit score) and your ability to get credit in the future.

## Credit card

Each month you must make at least the minimum repayment towards your outstanding balance (what you owe on your card). We tell you this in your monthly statement. It's made up of interest, fees and charges plus a percentage of your outstanding balance.

You don't have to pay more than this, but it is a good idea. Only making the minimum repayment will cost you more in interest and take you longer to pay back. You can find out more about only making minimum repayments below and on the next page.

If you can't pay a significant amount towards your outstanding balance, your credit card can be an expensive way to borrow money in the longer term.

It may be helpful to look at your regular bills and expenses to see where you could make some changes.

Some of the options we can discuss include:

- merging your existing debts into one affordable monthly payment.
- Agreeing a repayment plan, based on your individual circumstances.

**Just so you know!** Both of these options are likely to increase the total amount you have to repay long term.

Having a chat with us about your options won't affect your credit score.

## What if I only make minimum credit card repayments?

Here's an example that may help explain the impact of making minimum repayments on your credit card.

In this example we'll assume that:

- Your balance is £4,000
- Your interest rate is 22.9% APR.
- You don't spend anything else on your card

Regular monthly payment	You will pay off the outstanding balance in around	*You will end up paying estimated total interest costs of
Minimum monthly repayment (which will go down every month as the balance decreases)	24 years	£5,120
£120 (fixed)	4 years	£2,020 (paying £3,100 less in interest)
£150 (fixed)	3 years	£1,415 (paying £3,705 less in interest)

\*Interest costs would be added to the remaining balance on your card, in this case £4,000 therefore the balance plus the interest gives the total amount to be repaid in full.

## Personal loan

Some of the options we can discuss include:

- Merging your existing debts into one affordable monthly payment.
- Setting up a payment plan, based on your individual circumstances.

**Just so you know!** Both of these options are likely to increase the total amount you have to repay long term.

## Mortgage

Some of the options we can discuss include:

- Reducing your payments for an agreed period of time.
- Pausing them altogether (because this is the most expensive option for you, we'll only offer this if it's appropriate).
- Looking to see if we could change your existing mortgage product or term.

**Just so you know!** Some of these options are likely to increase your mortgage balance, your interest and the total amount you have to repay long term.

If you'd like to speak to us about your repayments, call us on 028 9004 9561.



# What being in financial difficulty means for you

If you find yourself in financial difficulty, please speak to us as soon as possible. We want to help.

If you're unable to repay your Danske loan, mortgage, overdraft or credit card, please talk to us as soon as possible. We'll look at your circumstances to see how we can help.

## What help is available?

You can check whether you're entitled to additional financial support from the government by phoning the 'Make the Call' Helpline: **0800 232 1271**.

There are many external, independent organisations who offer free debt support and other advice that you may find helpful. We've listed some of them below:

**Advice NI's Debt Service** can help you take control of your finances by providing free, tailored debt advice as well as budgeting tips and solutions to deal with your debt. They can also negotiate with creditors on your behalf.

- Phone: **0800 915 4604**
- Email: [advice@adviceni.net](mailto:advice@adviceni.net)

**PayPlan** offers free, simple debt advice to anyone who needs it. Its mission is to help people become debt-free through clear, honest advice and debt solutions that work.

- Freephone: **0800 280 2816**
- Lines are open Mon to Fri: 8am-8pm and Sat: 9am-3pm

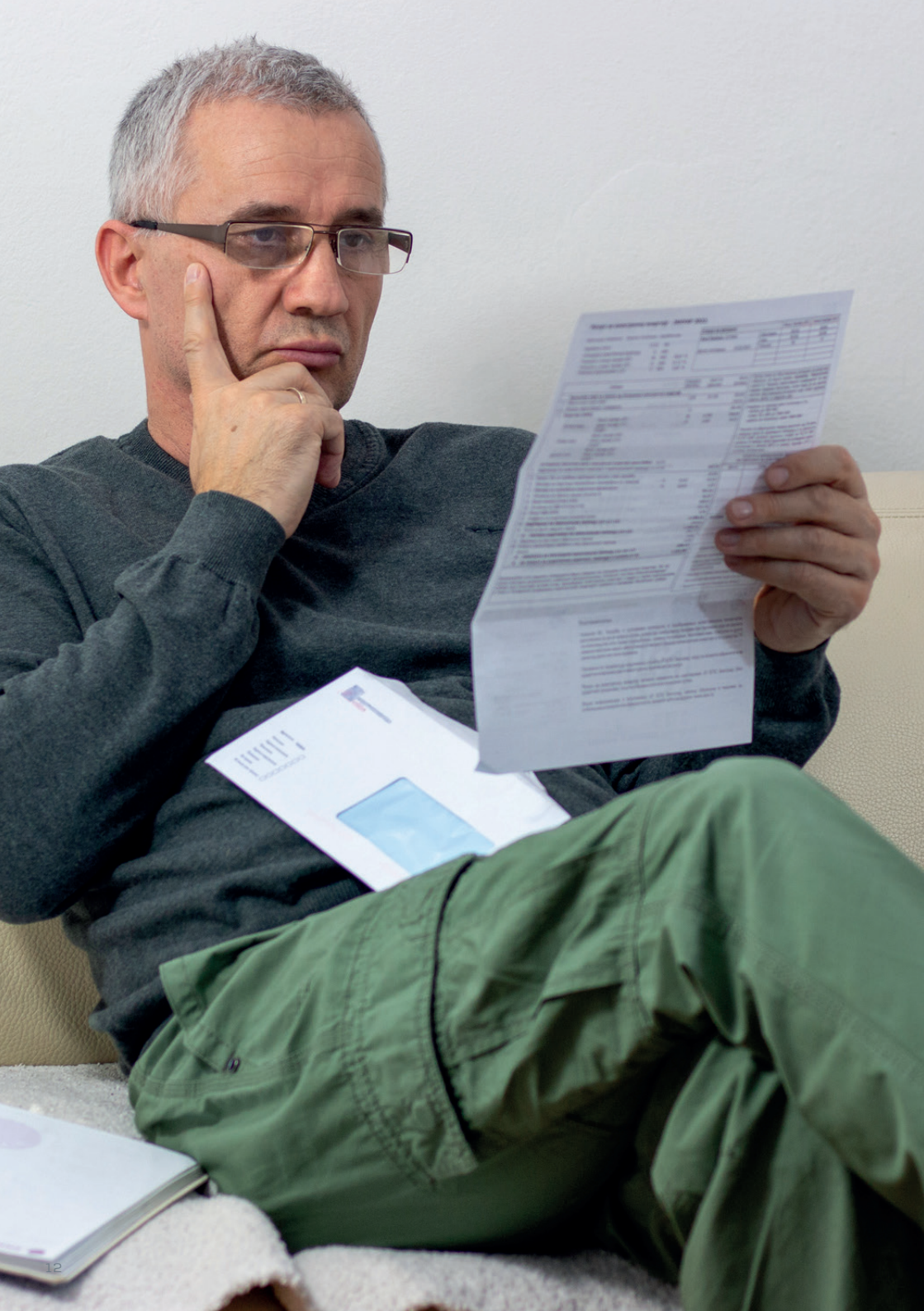
**The Finance Support Service** provides support to anyone living in Northern Ireland that needs short-term financial help. If you have a financial crisis you can apply for Discretionary Support or a Short Term Benefit Advance.

- Freephone: **0800 587 2750**
- Freephone (for deaf or hard of hearing users and customers with speech difficulties): **0800 587 2751**
- Lines are open Mon to Fri: 9am-4pm

**StepChange Debt Charity** offers practical support for people who need financial help urgently.

- Freephone: **0800 138 1111**
- Lines are open Mon to Fri: 8am- 8pm and Sat: 8am-4pm

If you'd like to speak to us about financial difficulties, call us on **028 9004 9561**.



## Gambling

If you feel that you're spending too much money on gambling, or it's having an impact on you or your loved ones, then it might be time to get help.

We can support you by:

- blocking gambling payments: Instantly block transactions to licenced gambling merchants on your debit card. It takes at least 72 hours to lift the block, reducing the chances of an impulse bet.
- setting a gambling spend limit: Restrict the amount of money you can spend at licenced gambling merchants over a rolling 30 day period. It takes at least 72 hours to increase or remove the limit. This limit is applied to an individual debit card - if you have any other cards, they'll need to have a full gambling block applied to them.

If you'd like to set up either of these, please call us on **0345 600 2882** or speak to us in branch.



# Getting help outside Danske Bank

We're here to help, but we know you might prefer to look to independent sources.

If you are worried about your finances, are concerned about debt or are struggling with your mental health, there are a range of organisations and local charities across Northern Ireland which can provide free, helpful advice and support.

If you are phoning them, remember call charges may vary. Please contact your phone company for details.



## Financial advice and support

Advice NI and its members can help with issues such as benefits, debt, housing and disability.

- Freephone: 0800 915 4604
- email: [advice@adviceni.net](mailto:advice@adviceni.net)



StepChange offers free, confidential and expert debt advice and money guidance.

- Freephone: 0800 138 1111
- Lines are open Mon to Fri: 8am- 8pm and Sat: 8am-4pm



PayPlan offers free advice to anyone who needs it.

- Freephone: 0800 280 2816
- Lines are open Mon to Fri: 8am-8pm and Sat: 9am-3pm



The Consumer Council can help with saving money on household bills, personal finance and budgeting and the cost of living.

- Freephone: 0800 121 6022
- email: [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)



Christians Against Poverty (CAP) provides free debt help and local community groups across the UK.

- Phone: 01274 760720
- email: [info@capuk.org](mailto:info@capuk.org)





## Mental health

**AWARE NI** offers mental health support for people with depression and bipolar disorder and provides a range of services including face to face and online support groups.

- Phone: **028 9035 7820**
- email: [info@aware-ni.org](mailto:info@aware-ni.org)



**Lifeline** is the Northern Ireland crisis response helpline service offering immediate help on the phone for people who are experiencing distress or despair; including trauma, suicide, self-harm, abuse, depression and anxiety.

- Phone: **0808 808 8000**
- Or **18001 088 808 800**  
(for deaf and hard of hearing Textphone users)  
Help is available 24 hours a day, seven days a week.



**The Samaritans** offer support for anyone who's struggling to cope, who needs someone to listen without judgement or pressure.

- Freephone: **116 123**
- Phone: **0330 094 5717** (charges apply)  
Help is available 24 hours a day, seven days a week.



## Gambling

**GamCare** offer free information, advice and support for anyone affected by problem gambling.

- Phone: **0808 8020 133**  
Help is available 24 hours a day, seven days a week.
- Helpline via WhatsApp: **020 3031 8881** (Mobile only)



**Dunlewey Addiction Services** offers experienced, professional and confidential assistance for anyone aged 18 and over impacted by gambling in Northern Ireland.

- Phone: **028 9039 2547**
- email: [admin@dunlewey.org](mailto:admin@dunlewey.org)



**GAMSTOP** helps you control your online gambling by preventing you from using gambling websites and apps run by companies licensed in Great Britain, for a period of your choosing.

- Phone: **0800 138 6518** (10am-8pm, 7 days a week.)
- email: [helpdesk@gamstop.co.uk](mailto:helpdesk@gamstop.co.uk)





### Support for older customers or those with disabilities

Age NI is dedicated to helping everyone make the most of later life, providing advice and support for older people on topics as diverse as claiming benefits to care homes.

- Freephone: **0808 808 7575** (Mon-Fri: 9am-5pm)
- email: [advice@ageni.org](mailto:advice@ageni.org)

### RNIB

See differently

The RNIB is one of the UK's largest sight loss charities and provide advice on a wide range of areas such as the benefits available to make life easier and support services near you.

- Phone: **0303 123 9999**  
(Mon-Fri: 8am-8pm and Sat: 9am-1pm)
- email: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)
- or say: "Alexa, call RNIB Helpline" to an Alexa-enabled device.



Hourglass provides support to prevent the harm and abuse of older people including financial abuse.

- Phone: **0808 808 8141**  
Help is available 24 hours a day, seven days a week.
- Free text: **07860 052906**.
- email: [enquiries@wearehourglass.org](mailto:enquiries@wearehourglass.org)

### RNID

The RNID offer support for people in the UK who are deaf or have hearing loss or tinnitus, and provide a range of information and services from help with managing hearing loss or help with hearing aids, as well as local support services.

- Phone: **0808 808 0123** (Mon-Fri: 8.30am-5pm)
- If you can't hear or speak on the phone, call **18001 0808 808 0123** using Relay UK
- Text: **07360 268 988**  
[Texts are charged at your standard network rate.]
- email: [contact@rnid.org.uk](mailto:contact@rnid.org.uk)

This publication is also available in Braille, in large print, on tape and on disk. Speak to a member of staff for details.

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